

MARYLAND DEPARTMENT OF HEALTH
PRE-BID CONFERENCE

MULTI-STEP INVITATION FOR BIDS (MS-IFB)
CODING AND DATA ENTRY SERVICES

MS-IFB NUMBER MDH/OPASS NO. 19-18303

WEDNESDAY, MAY 22, 2019
10:00 A.M.

Maryland Department of Health
201 West Preston Street
Conference Room L-2
Baltimore, Maryland 21201

PRESENT FROM MARYLAND DEPARTMENT OF HEALTH:

DANA WRIGHT, Contract Officer
Office of Procurement and Support Services

LEZENA MORRIS, Deputy Director of Procurement
Office of Enterprise Technology

JANELLE ROBINSON, Director
MDH Minority Business Enterprise Program

ADRIAN E. BASEY
Chief, Medicaid Processing Claims Unit

CARLEAN RHAMES-JOWERS
Office of the Inspector General

VALERIE HALL, Insurance Recovery Manager

PATRICIA HARVEY, Program Manager, Breast and
Cervical Cancer Diagnosis and Treatment Program

CAROL MANNING, Chief, Kidney Disease Program

JOHN BOHNS, Director of Procurement Contracts
and Budget

ALSO PRESENT:

LARRY VARGAS, RFP Writer, NTT Data

REPORTED BY: DEBORAH B. GAUTHIER, Notary Public

1 P R O C E E D I N G S

2 MS. WRIGHT: Good morning. We're going to
3 get started. Good morning. My name is Dana Wright.
4 I'm the Contract Officer for this contract. We are
5 here for coding and data entry services for the Multi-
6 Step IFB. If we could take this opportunity to go
7 around the room and introduce ourselves, I will just
8 start with Adrian.

9 MR. BASEY: Yes. Hi, I'm Adrian Basey. I'm
10 Chief of the Medicaid Processing Claims Unit.

11 MS. WRIGHT: Again, Dana Wright, Contract
12 Officer.

13 MS. MANNING: Carol Manning, Chief of the
14 Kidney Disease Program.

15 MS. RHAMES JOWERS: Carlean Rhames-Jowers,
16 Inspector General, OIG.

17 MS. HILL: Valerie Hill. I am the Insurance
18 Recovery Manager.

19 MS. HARVEY: Patricia Harvey, Program Manager
20 for Breast and Cervical Cancer Diagnosis and Treatment
21 Program.

1 MR. SMITH: Paul Smith. I'm with Epiq
2 Global. I'm one of the partners participating in this
3 RFP.

4 MR. POLA: My name is Siva Pola. I'm from
5 Cerebra Consulting.

6 MR. THOMPSON: My name is Herbert Thompson.
7 I'm with KEN Consulting. We're a certified MBE looking
8 to partner.

9 MR. COHEN: My name is Neal Cohen. I'm with
10 a company called ATP2, and we are a Maryland MBE, as
11 well as a service-disabled veteran-owned small
12 business.

13 MR. DUNN: Joe Dunn, Claims IT Manager.

14 MR. HASSAN: Olu Hassan, Korak Healthsource
15 Group, an MBE organized in Maryland looking to partner,
16 and we do healthcare support services, data entry,
17 coding, and other areas.

18 MR. MERCADO: Michael Mercado with Telligen.
19 We are a current vendor to MDH.

20 MS. AFKHAMI: Cindy Afkhami, AHS.

21 MR. DUFOUR: John DuFour with TEDEC.

1 MS. DASH: Renee Dash with Araminta
2 Solutions.

3 MS. MORRIS: Zena Morris, Deputy Director of
4 Procurement, Office of Enterprise Technology.

5 MR. VARGAS: Larry Vargas, RFP writer with
6 NTT Data I believe it is now.

7 MR. BRANT: Mike Brant with Epiq.

8 MR. ONYEKABA: Ogundu Onyekaba with Precision
9 Management Solutions. We are an MBE and WMBE as well
10 looking to partner.

11 MS. BRAUTMAN: Heather Brautman, Technical
12 Writer with NTT Data.

13 MR. BOHNS: John Bohns, Maryland Department
14 of Health, Director of Procurement, Contracts and
15 Budget.

16 MS. WRIGHT: Thank you. I'm here to help you
17 understand the process for this procurement. Please be
18 sure that your name, telephone number, and e-mail
19 address is completed on the sign-in sheet. If there is
20 a need to contact you as a result of this meeting, we
21 will be able to do so easily. As you know, the

1 contract resulting --

2 CONTRACTOR: There are other people on the
3 call.

4 MS. MORRIS: They want to identify
5 themselves.

6 MS. WRIGHT: I apologize. Can you identify
7 yourselves?

8 CONTRACTOR: Judy (indiscernible) with CTS
9 (phonetic).

10 MS. WILKS: Tiffany Wilks (indiscernible) --

11 MS. KREZEL: This is Julie Krezel with Solix.

12 MR. ASHNAULT: Mark Ashnault with Solix.

13 MS. WRIGHT: Okay. Is there anyone else on
14 the line?

15 CONTRACTOR: Gail (indiscernible) and Joe
16 (indiscernible) with Automated Health Systems

17 MS. WRIGHT: Okay. Is there anyone else on
18 the line?

19 (No response.)

20 MS. WRIGHT: Thank you. I'm here to help you
21 understand the process for this procurement. Please be

1 sure that your name, telephone number, and e-mail
2 address is on the sign-in sheet. If there is a need to
3 contact you as a result of this meeting, we will be
4 able to do so easily. As you know, the contract
5 resulting from this solicitation will be for a two-year
6 base period with three one-year options. We require
7 that the entire packet be returned to us in triplicate.

8 The procurement method for this solicitation
9 is multi-step competitive sealed bidding. Although
10 this is relative -- excuse me -- although this is a
11 relatively uncomplicated process, I cannot stress too
12 much the importance of following the steps and the
13 requirements. There is an MBE subcontracting goal of
14 21 percent with no subgoals and a VSBE subcontracting
15 goal of one percent for this solicitation. Additional
16 information about the MBE and VSBE requirements will be
17 discussed shortly.

18 Carefully review Section 1, "Minimum
19 Qualifications," beginning on page one, and Section 2,
20 "Contractor Requirements: Scope of Work," beginning on
21 page two of the MS-IFB. As noted, the Maryland

1 Department of Health has issued this MS-IFB in order to
2 procure the services defined in this Section 2 of the
3 solicitation, as specified, from the contract between
4 the successful bidders and the Maryland Department of
5 Health. The Maryland Department of Health is issuing
6 this solicitation to obtain data encoding and 100
7 percent key verification services. MDH generated
8 60,000 documents per month on average. The documents
9 being data entered are federal forms for medical
10 claims. The contractor will provide these services for
11 Breast and Cervical Cancer Diagnosis and Treatment
12 (BCCDT), Kidney Disease (KDP), Children's Medical
13 Services, Preadmission Screening and Resident Review
14 (PASRR), and Medicaid Programs. Refer to Section 2.2
15 for a breakdown of average monthly records.

16 All subsequent documentation regarding this
17 solicitation will be posted on eMaryland Marketplace at
18 www.emaryland.buyspeed.com/bso and Maryland Department
19 of Health's website. Please remember that in order to
20 receive a contract award, a vendor must be registered
21 on eMaryland Marketplace. Registration is free.

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1 Please refer to Subsection 4.2 of the solicitation for
2 details.

3 I would like to stress to everyone today that
4 any questions asked during the question-and-answer
5 portion of this meeting be submitted to the Department
6 in writing for clarity purposes. The questions and
7 answers, along with the minutes and other documents, if
8 required, will be posted on eMaryland Marketplace and
9 Maryland Department of Health websites as quickly as
10 possible.

11 Carefully review Subsection 4.3, Questions,
12 starting on page 27, regarding how to submit questions
13 subsequent to this pre-bid conference. Questions to
14 the Procurement Officer, Dana Dembrow, shall be
15 submitted via mdh.solicitationquestions@maryland.gov.
16 Questions should be submitted no later than five days
17 prior to the bid due date. The Procurement Officer,
18 based on the availability of time to research and
19 communicate an answer, shall decide whether an answer
20 can be given as soon as possible. Please try to submit
21 any questions as soon as possible. Carefully review

1 the clause shown in Subsection 4.23 on page 32, which
2 references payments by electronic funds transfer. By
3 submitting a response to this solicitation, the Offeror
4 agrees to accept payments by electronic funds transfer
5 unless the State Comptroller's Office grants an
6 exemption. Payment of electronic funds transfer is
7 mandatory for contracts exceeding \$100,000. The
8 section goes into detail on how to register or request
9 an exemption.

10 The procurement method used again is multi-
11 step competitive sealed bidding. There are several
12 steps involved in this method, so your attention to the
13 solicitation document is crucial to the successful
14 submission of your bid. The title, number, name and
15 address of the bidder, and closing date and time for
16 receipt of the bids are very important to remember. To
17 simplify the submission, Subsection 5.3 is for
18 Labeling; Subsection 5.4 is for Bid Price Form;
19 Subsection 5.5 is for the Required Bid Submission.
20 That shows where documents and information should be
21 included in the Technical Offer.

1 The Evaluation Committee, evaluation
2 criteria, and selection procedures are outlined in
3 Section 6. Your bids will be evaluated by a committee
4 organized for the purpose and will be based on the
5 criteria set forth in the MS-IFB. Section 6 indicates
6 the "Bid Evaluation and Award." Pay close attention to
7 Subsection 6.1, which indicates the "Bid Evaluation
8 Criteria;; Subsection 6.2 for the "Reciprocal
9 Preference"; Subsection 6.3 for "Award Determination";
10 Subsection 6.4 for "Documentation Required upon Notice
11 of Recommendation for Contract Award."

12 Be sure that you have completed and signed
13 the Bid/Proposal Affidavit. If there are any questions
14 of who your Resident Agent is, please call the State's
15 Corporate Charter Division at 410-767-1330. This
16 office is located at 301 West Preston Street. Within
17 ten days of being notified of its recommendation for
18 award, the bidder must complete and submit the Contract
19 Affidavit set forth in Attachment N. Please note that
20 the Contract shall not be effective until the Contract
21 Affidavit is signed and returned. Please indicate the

1 appropriate tier designation for the Living Wage
2 Requirement law in Section 4.28 and Attachment F for
3 reference. Please correctly complete the bid form.
4 Pay special attention to the bid submission
5 requirements listed in Section 5.4 and 5.5. Failure to
6 include these items will void your bid submission.

7 Be sure to review Section 4.2 for eMaryland
8 Marketplace registration and Section 4.23 for the
9 electronic funds transfer. The Offeror "Minimum
10 Qualifications" are listed in Section 1.1 of the RF --
11 oh, excuse me -- of this MS-IFB. The Offeror must
12 provide proof with its bid that minimum qualifications
13 have been met. The "Contract Requirements: Scope of
14 Work" listed in Section 2, Subsection 2.2, "Background
15 and Purpose," Section 2.3, "Responsibilities and
16 Tasks"; this is the meat of the solicitation that will
17 give you clear understanding of what the Department
18 expects of the successful Offeror in the provision of
19 the services. Please note someone representing the
20 program staff will give further emphasis on the scope
21 of work shortly.

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1 The Bid Format. Offerors are required to
2 submit their response for the MS-IFB in two parts.
3 Section 5, "Bid Format," begins on page 42, and clearly
4 lists all submission requirements. Again, I want to
5 stress that your bid shall be submitted in separate
6 volumes. Technical Offer includes any samples, if
7 appropriate, but not including any bid pricing or costs
8 -- see Section 5.2 -- and also the Bid Price Form,
9 including all bid pricing or cost information. Refer
10 to Section 5.4. Subsection 5.2 for the Technical
11 Offer, starting on page 42, lists all documents and
12 information required for your Technical Offer.

13 Again, I indicated that for this particular
14 solicitation there is a 21 percent MBE goal and a one
15 percent VSBE subcontractor participation goal, and
16 Janelle Robinson will give further instructions. Thank
17 you, Janelle.

18 MS. ROBINSON: Good morning. Janelle
19 Robinson, MBE Director for the the Department. The
20 MBE-Certified MBE Utilization and Fair Solicitation
21 Affidavit must be fully and accurately completed and

1 submitted in Tab O of the Technical Proposal. Failure
2 to do so will result in your bid or proposal being
3 deemed nonresponsive. On Part 2 of the form, you must
4 first acknowledge and express your intention to meet
5 the overall MBE goal percentage established for the
6 solicitation. Again, it's 21 percent.

7 The MBE Participation Schedule, which is Part
8 3 of the form -- excuse me -- should include the names
9 of the Minority Business Enterprises that you intend to
10 use to meet the required MBE goal, along with their
11 Federal Employment Identification Number, their MDOT
12 MBE Certification Number, as well as their
13 certification category. Only MDOT MBE-certification is
14 acceptable. MBE certification from another entity or
15 jurisdiction will not be accepted.

16 Additionally, the percentage of the total
17 contract value, not the MBE goal, to be provided by the
18 particular MBE should be entered, as well as a specific
19 description of the work that is to be performed by that
20 particular MBE. MBE Prime contractors may count up to
21 50 percent towards the established subcontracting goal

1 and must fill out Part 3, Section A. In the summary,
2 you will break down the specific MBE status of the
3 particular MBE subcontractors, and this should be equal
4 to or exceed the MBE goal established for the
5 solicitation. Within ten working days of receiving
6 notice that your firm is the apparent awardee, you must
7 submit your Outreach Efforts Compliance Statement and
8 your Subcontractor Project Participation Certification.
9 You may request a waiver of the MBE goal, and within
10 ten working days of receiving notice that your firm is
11 the apparent awardee, you must submit all required
12 waiver documentation in accordance with COMAR
13 21.11.03.10.

14 Additionally, there is a veteran-owned
15 business goal on this contract, which is one percent.
16 The VSBE Utilization Affidavit and Subcontractor
17 Participation Schedule must be fully and accurately
18 completed and submitted in Tab O of the Technical
19 Proposal as well. Failure to do so may result in your
20 bid or proposal being deemed non-responsive. On the
21 form you must first acknowledge and express your

1 intention to meet the overall VSBE goal percentage
2 established for this solicitation. The VSBE
3 Subcontractor Participation Schedule should include the
4 names of the veteran-owned business enterprises that
5 you intend to use to meet the required goal, along with
6 their DUNS number. Only United States Department of
7 Veterans Affairs certification is acceptable. VSBE
8 certification from another entity or jurisdiction will
9 not be accepted.

10 Additionally, the percentage of the total
11 contract value to be provided by the particular MBE --
12 I'm sorry -- VSBE should be entered, as well as a
13 specific description of the work that is to be
14 performed by that particular VSBE. Within ten working
15 days of receiving notice that your firm is the apparent
16 awardee, you must submit your Subcontractor Project
17 Participation Statement. You may request a waiver of
18 the VSBE goal, and within ten working days of receiving
19 notice that your firm is the apparent awardee, you must
20 submit all required waiver documentation, in accordance
21 with COMAR 21.11.13.07. In the summary, you will enter

1 the total VSBE participation, and this should be equal
2 to or exceed the VSBE goal established for this
3 solicitations.

4 And, finally, I just want to stress that
5 these forms are very, very, very, very important. If
6 these forms are incorrect or not included at all, your
7 proposal will not even be reviewed, so all the time and
8 money you spent will be for naught, and we hate to do
9 that, because you put in a lot of work, so they have to
10 be included and they have to be accurate. And one of
11 the mistakes that we see a lot is that companies that
12 are registered to do things like data entry are
13 selected to be financial analysts on the contract.
14 That's not okay. If the company is not registered to
15 do the particular work, they may -- they cannot be
16 chosen to do that particular part of the contract. So
17 does anybody have any questions?

18 (No response.)

19 MS. WRIGHT: Thank you, Janelle.

20 MS. ROBINSON: No problem.

21 CONTRACTOR: I had a question on the Veterans

1 side -- (indiscernible) has to be in Maryland or --
2 registered in Maryland or they can be anywhere in the
3 U.S.?

4 MS. ROBINSON: They can be anywhere in the
5 U.S., so long as they're registered with the United
6 States Department of Veterans Affairs.

7 CONTRACTOR: Okay. Thank you.

8 MS. ROBINSON: Yeah.

9 MS. WRIGHT: Any other questions?

10 (No response.)

11 MS. WRIGHT: Thank you, Janelle.

12 MS. ROBINSON: No problem.

13 CONTRACTOR: I have a question regarding the
14 MBE.

15 MS. ROBINSON: Sure.

16 CONTRACTOR: The MBE has to be registered in
17 Maryland, not anywhere?

18 MS. ROBINSON: Okay. They have to be -- it's
19 much like the Veterans Affairs. They have to be
20 registered with MDOT, the Maryland Department of
21 Transportation, their MBE Certification Program. They

1 can be located anywhere, so long as they're registered
2 with the Maryland Department of Transportation.

3 MS. WRIGHT: Yes.

4 CONTRACTOR: Yeah. So we're interested in
5 probably making it -- we're both, as I mentioned, an
6 MBE and a veteran-owned service-disabled certified
7 small business. Do we have to fill out those forms,
8 since we completed --

9 MS. ROBINSON: Yes. Yes.

10 CONTRACTOR: Okay.

11 MS. ROBINSON: You can only pick one, so you
12 may only choose to be an MBE or the VSBE on the
13 contract, but if you are the MBE, you can count up to
14 50 percent towards the goal, so ten-and-a-half percent,
15 and then you would have to give the ten-and-a-half
16 percent to another minority business or --

17 CONTRACTOR: Oh, so we would still have to do
18 some subcontracting --

19 MS. ROBINSON: Yes.

20 CONTRACTOR: -- even though we meet both
21 criteria?

1 MS. ROBINSON: Yes, you still would have to.
2 So if you choose to be the Prime Contractor -- the MBE
3 Prime Contractor, you are able to cover ten-and-a-half
4 percent of the 21 percent goal. You would have to
5 subcontract out the other ten-and-a-half percent and
6 the one percent for the veteran business.

7 CONTRACTOR: I see. Okay. Thank you.

8 MS. ROBINSON: Uh-huh.

9 MR. BASEY: Okay. I'm going to talk about
10 the contract that we need filled by one of these guys
11 here. Basically, we have Medicaid claims that need to
12 be entered and then verified in order to provide
13 payment to our medical providers throughout the State.
14 The different programs we have here, as far as you will
15 be servicing, is the Breast and Cervical Cancer
16 Diagnosis and Treatment, the Kidney Disease, KDD,
17 Children's Medical Services, Preadmission Screening and
18 Resident Review, and other Medicaid Programs.

19 Basically, the documentation is provided with
20 the contract. There will be samples of each of the
21 particular forms -- Medicaid forms, CMS or UB-04 forms.

1 And with that -- with that, when you're given this
2 contract, you have to get -- you have to pick the
3 claims up here from our office, they will be batched,
4 and then take them remotely to wherever your location
5 is in order to enter them, process them, and provide
6 payment. Once you do that, everything's recorded and
7 then put on a CD. That CD is sent back to our office
8 for verification of those payments.

9 If there's any claims that are not -- that
10 are incorrect or erroneous, of course, you would return
11 those to our office and we will look at them and very
12 and make any corrections to those, and that will be
13 sent back in order to be completed. From there, there
14 are three days during the week that the items need to
15 be picked up; Mondays, Wednesdays, and Fridays. If
16 they're picked up on Monday, they have to be delivered
17 on Friday. If they're picked up on Wednesday, they
18 have to be delivered on Monday of the following week.
19 If they're picked up on Friday of that current week,
20 the Wednesday of the following week they have to be
21 returned to our office in order to complete the

1 process. With that, you are to keep copies or a record
2 of the entered claims for at least four weeks and then,
3 from there, once time rolls through, then those can be
4 disposed of. Also, a duplicate has to be sent to our
5 office, so we maintain that too.

6 I also want to discuss the error rate. The
7 error rate has to be .1, which is one-tenth of a
8 percent. Basically, you have to meet that. If that
9 becomes an issue, you could possibly default the
10 contract. Let's see here. And during this time you
11 will also be making weekly, monthly, quarterly reports
12 to our office on the amount of productivity and the
13 completion of these claims to our office. From that
14 point, if there's any issues or changes to the contract
15 where you feel that you need to change, you have to
16 notify us five weeks in advance so that we can have a
17 kickoff meeting for any changes that you may want to
18 provide. And I think that pretty much covers --
19 everything's pretty much in the contract, as far as
20 level of service that we're asking for. There are some
21 more intricate things concerning how the reports are

1 given, what days that we receive them, also more
2 information about the error rate. and as far as not
3 following that level of productivity or if days are
4 missed or services missed, there possibly could be a
5 credit awarded to our agency due to that issue, if that
6 arises. So do you have any questions? Yes, sir.

7 CONTRACTOR: In regards to picking up those
8 paper documents, scanning them, and then we're bringing
9 them back to you --

10 MR. BASEY: Correct.

11 CONTRACTOR: -- on a CD, is there a cloud-
12 based solution we can do or, because of HIPAA
13 regulations, do they have to stay on a CD?

14 MR. BASEY: Yeah, basically, due to HIPAA and
15 the auditing issues, we have to make sure it's not
16 accessible through that point.

17 CONTRACTOR: I have a question.

18 MR. BASEY: Yes, sir.

19 CONTRACTOR: Do those claims come with what
20 they call a document or claims number or --

21 MR. BASEY: The batches will have numbers.

1 Initially when we receive the claims, they will be
2 entered into our system here, and then from there they
3 are batched and then they -- then you guys would pick
4 them up from that point and then return them once
5 they're completed.

6 CONTRACTOR: So when we come to pick them up
7 like on Monday, Wednesday, or Friday, those claims will
8 already have a number on them?

9 MR. BASEY: Yes.

10 CONTRACTOR: So we are just verifying what's
11 in the system to make sure that's correct.

12 MR. BASEY: Right. They will be entered into
13 our system and, basically, they'll have a batch number
14 and a date which (indiscernible) a number, which will
15 be given.

16 CONTRACTOR: Last couple questions. Are
17 there contingencies in case of bad weather?

18 MR. BASEY: Yes. There is circumstances
19 listed there based on agency closures due to weather.
20 We do take that into consideration.

21 CONTRACTOR: And I know it's kind of hard to

1 predict, but is there a specific document size or
2 you're picking up on, you know, (indiscernible) basis.
3 Is it five boxes? Is there any type of average as to
4 how many records we'd be picking up?

5 MR. BASEY: It depends. It just depends on
6 what comes in and what each service here -- each
7 Department has as far as what they're getting. And,
8 basically, whatever it is we have to process.

9 CONTRACTOR: Okay. Thanks.

10 MR. VARGAS: And to that one too, if you look
11 at Section 2.2 and you see that table, those are real
12 numbers, so when you see the low and you see the high,
13 that is our low for a monthly period, that is our high
14 for a monthly period, and then we give you the averages
15 out for the year. So, you know, on an average basis we
16 do do about 60,000 documents.

17 CONTRACTOR: Great.

18 MR. BASEY: Yes, sir.

19 CONTRACTOR: So these are -- I'm trying to
20 get an understanding. So these documents, are they
21 going to be put into like banker's boxes or, I mean,

1 how are we going to get these physically and --

2 MR. BASEY: They're in a normal, you know, I
3 would say, a foot by two feet box, which they're
4 stacked. And, basically, the batches will be wrapped
5 together, so that there wouldn't be an issue as far as
6 messaging up the dates or anything like that.

7 MR. VARGAS: And, also, if you look at
8 Section 2.3.4 and you see "Source Documents," we do
9 stress that they shall be stored in a sealed, fire-
10 proof, and locked container while being transported.

11 CONTRACTOR: Yes. And so my question in
12 trying to get an understanding, like what do we -- in
13 terms of planning for that transportation and meeting
14 that storage requirement, I'm trying to get an
15 understanding as to what we're needing to do, you know,
16 so that we could, you know, have everything transported
17 securely, as well as -- so in terms of the size, I
18 mean, do we need a big van; I mean, do we need -- what
19 do we -- you know, I'm trying to figure out --

20 MR. BASEY: I think the batches are pretty
21 manageable. Basically, you won't -- I don't think you

1 will be overwhelmed by them, but they're broken down
2 into small boxes, so it won't be a hassle with your
3 people lifting or hurting themselves.

4 CONTRACTOR: Got you. Are they going to be
5 in like the -- you know, when you order like a case of
6 paper, you know, from Staples or something, you know,
7 it comes in those boxes; is that kind of what you're
8 going to do?

9 MR. BASEY: Yeah. They're only about this
10 size (indicating).

11 CONTRACTOR: Okay. How many of those boxes
12 you think we might pick up at any one time? Sorry to
13 ask. I'm just trying to get an idea.

14 MR. BASEY: Like I said, it fluctuates, and
15 what we have here is just an average of the past, and
16 basically it will vary based on the flow of intake as
17 far as service and that with the recipients. Yes, sir.

18 CONTRACTOR: At this point, do you have an
19 idea what will be the pickup time on those pickup days,
20 like on Monday and Wednesday; will it be in the
21 morning, in the afternoon, or --

1 MR. BASEY: It's listed --

2 MR. VARGAS: Yeah. So if you look at Section
3 2.3.3, pickup and delivery times shall be between 8:30
4 and 11.

5 CONTRACTOR: Okay. Good stuff. Thank you.

6 CONTRACTOR: So when we're entering the data
7 into these forms from the paper documents, are we going
8 to be provided with a software package to utilize for
9 entering these forms, and, you know, could you kind of
10 talk about that a little bit?

11 MR. BASEY: You -- with the contract, you
12 should have your own proprietary software to do that.
13 We're not providing that. Most of these forms are the
14 federal standard forms that we use.

15 MR. VARGAS: So, again, if I could interject.
16 So as you start preparing your test files -- so as part
17 of the appendices to this, we have specifications for
18 each of the separate files, so if you get a BCCDT CMS
19 1500, it might not be the same as a Medicaid CMS 1500.
20 So as part of the test files, you'll get samples for
21 each of the ones, so we'll have, you know, BCCDT CMS

1 1500's, we'll have Medicaid 1500's, and we'll have
2 samples of each of those. You'll put those onto a CD
3 based on the specifications that we have. They'll come
4 out as -- almost like a comma separated value type text
5 file, but it's all set out in the specifications. Then
6 we take back those CDs, we test them, and then we go
7 forward with those batches.

8 So as you come back with CDs, you will just
9 come back with one CD per weekly day. Let's say for
10 that Monday pickup you have a hundred BCCDT, 5,000
11 Medicaid. We'll have a separate CD for each one, and
12 they'll have -- when they see that batch sheet, it'll
13 be on top of all those documents, so we will know, you
14 know, you did KDD Claims Number blah, blah, blah to
15 Number blah, blah, blah, and it's included in this CD.

16 CONTRACTOR: Okay. So the CD would be --
17 there would be one CD for each batch?

18 MR. VARGAS: Yes.

19 CONTRACTOR: Okay. I have a couple other
20 questions. Is there an incumbent for this and who
21 would that be?

1 MS. MORRIS: TDEC.

2 MR. BASEY: TDEC.

3 CONTRACTOR: Can you spell that?

4 MS. MORRIS: T-D-E-C. T-D-E-C.

5 CONTRACTOR: TDEC. Good question.

6 CONTRACTOR: And what's the value of the
7 incumbent contract?

8 MS. WRIGHT: I don't have that on me right
9 now, but I believe it can be provided in questions and
10 answers -- it can be provided in questions.

11 CONTRACTOR: Could you give an approximate
12 idea as to what the budget is for this?

13 MS. WRIGHT: I don't have an approximation
14 for the project for this right now even. That's why we
15 indicated the estimated amount of files that are
16 required, so I don't have the estimated budget.

17 CONTRACTOR: Is the incumbent eligible to
18 rebid on this?

19 MS. WRIGHT: Yes.

20 CONTRACTOR: Do you know where the incumbent
21 is located?

1 MS. MORRIS: Bethesda, Maryland.

2 CONTRACTOR: I have a couple other questions.
3 The folks that are going to be doing the work, would
4 they need to be ICD-9 and ICD-10 experienced?

5 MR. BASEY: Yes. Yes.

6 CONTRACTOR: Okay. Are there any other
7 specific experience -- experiences that you would like
8 these people to have or --

9 MS. MORRIS: The -- all those requirements
10 are in the solicitation.

11 CONTRACTOR: I have one question. You
12 mentioned the test file. When do you expect to have
13 that ready to share?

14 MR. VARGAS: The -- it's already posted. All
15 the test files are posted on --

16 MS. WRIGHT: It's posted on eMaryland
17 Marketplace in attachment form.

18 MR. VARGAS: And, again, so you'll see --
19 you'll see one appendix that has the document
20 specifications, and that's all in there. It's a
21 (indiscernible) PDF file, and then you have separate

1 ones that are samples, so you'll have BCCDT UB-04 and
2 then -- all on separate ones, and then we expect to get
3 that back on separate CDs.

4 MS. WRIGHT: Do we have any questions on the
5 phone?

6 CONTRACTOR: No.

7 MR. BASEY: Let me mention, my contact
8 information, my e-mail is incorrect. Just add an "E"
9 to "Adrian".

10 MS. WRIGHT: You want the spell that out for
11 them?

12 MR. BASEY: A-D-R-I-A-N-E dot Basey -- B-A-S-
13 E-Y at Maryland.gov.

14 MS. WRIGHT: And I will also update that
15 information also. Thank you.

16 MR. BASEY: You're welcome.

17 MS. WRIGHT: Okay.

18 CONTRACTOR: I have another question. So
19 you've indicated here a minimum of 20 qualified data
20 entry staff. Do you anticipate that there might be
21 more than 20 that may be required?

1 MR. BASEY: That is the minimum requirement,
2 so if you want to go above that, that would not affect
3 the contract.

4 MS. WRIGHT: Any other questions?

5 CONTRACTOR: I have a question.

6 MS. WRIGHT: Yes.

7 CONTRACTOR: And this is kind of to piggyback
8 off of what he just asked. So the 20 minimum, is that
9 based on the previous productivity?

10 MR. BASEY: Basically, it's what we want, as
11 far as an average, in order to maintain the kind of
12 volume to get going in the past.

13 CONTRACTOR: Are there peak times and low
14 times, I mean, an average? Can you say like what time
15 of the year do you have peak?

16 MR. BASEY: Like I said, it ebbs and flows
17 based on what's going on in the world, I guess, as far
18 as people using Medicaid services.

19 CONTRACTOR: So when we're delivering these
20 back to you on CDs, what is your internal data base;
21 like, how are you storing these?

1 MR. BASEY: Basically, it's going to be
2 uploaded to the MMIS system and then, from there,
3 adjudicated, so that's how we do it. That's our
4 protocol.

5 CONTRACTOR: How about backup file once
6 you're done with them; do you store it somewhere?

7 MR. BASEY: As far as the file, we hold onto
8 the file for a certain time frame, and then it's
9 disposed of.

10 CONTRACTOR: Okay. Thanks.

11 CONTRACTOR: You know, so I need to kind of
12 go back and maybe you can direct me to the minimum of
13 20 qualified data entry staff. Do you know where in
14 the solicitation it talks about the qualifications for
15 the data entry people?

16 MR. VARGAS: No. We never actually spelled
17 out what it is entailed by qualified. When we put this
18 minimum qual together, again, it was more to insure
19 that whatever company wins will have the volume of
20 personnel to be able to data entry. As far as what
21 things were qualified, we don't actually have that in

1 the RFP. I think as far as having proof that you meet
2 that minimum qualification, I believe the, you know,
3 list of personnel that you have that do those data
4 entry things on a regular basis will be sufficient.

5 CONTRACTOR: Did you want resumes, because
6 you're asking, under the required documentation, for
7 the names, titles, and experience of the staff. You
8 want resumes for those 20 people or not?

9 MR. VARGAS: I mean, yeah, you wouldn't have
10 to, but that's not something that we would say no to.

11 MS. MORRIS: Right.

12 CONTRACTOR: Okay. We can provide that.

13 MS. WRIGHT: Any other questions?

14 CONTRACTOR: Is there a requirement that it
15 has to be done in Maryland or in the Continental U.S.,
16 the data entry?

17 MR. BASEY: There is a distance from
18 Maryland. I think it's 250 miles is the limit, so if
19 you're within that range, you're still in the contract.

20 CONTRACTOR: So a record is really a form; is
21 that correct? Would you say a record is a form?

1 MR. BASEY: It's a claim form.

2 CONTRACTOR: Is it one page or is it more
3 than one page?

4 MR. BASEY: No. Honest, normally the claims
5 will be single-papered (indiscernible) --

6 MR. VARGAS: If you actually go to the last
7 page in the contract, we do have samples of what a CMS
8 1500 and UB-04 looks like. And as stated before, these
9 are standard federal documents. These are things that,
10 you know, every state does. These aren't specific just
11 to Maryland.

12 CONTRACTOR: Okay. Thank you.

13 CONTRACTOR: And one more question. The
14 delivery of the data in a CD is a requirement? If you
15 could deliver it in a different format, is that
16 something that is -- that you'd think about?

17 MR. VARGAS: No -- right now we can only
18 accept CDs.

19 CONTRACTOR: Okay.

20 CONTRACTOR: You talked about the entry
21 services with a hundred percent keyed verification.

1 Could you define what you mean by "verification"?

2 MR. VARGAS: So if you go to the Appendix,
3 the -- we do spell it out in the definitions.

4 MS. WRIGHT: Uh-huh. It's Appendix 1 for the
5 Abbreviations and Definitions, and it's also indicated
6 in Section 2.3 under "Responsibilities and Tasks,"
7 2.3.8.

8 CONTRACTOR: You said the incumbent is TDEC.
9 Is that TDEC, Incorporated or TDEC, LLC?

10 MS. MORRIS: I will provide the information
11 to Dana. I forgot what the acronym is for at the
12 moment, but I can get that information to you.

13 MS. WRIGHT: Right. That information will be
14 provided under questions and answers also. Okay?

15 CONTRACTOR: Okay. That's fine.

16 CONTRACTOR: Has the previous contract been
17 of the same time period, in terms of the dates and the
18 option?

19 MR. BASEY: I'm not sure previously.

20 MS. WRIGHT: Right. I will have to look into
21 that information. If you can submit that information

1 for questions and answers, I can follow up on that.
2 Okay? Just one moment. I would just like to reiterate
3 a couple of items before we close. Don't forget to
4 sign the bid form and also all of the signature pages
5 for the documents. The most important matter is to get
6 your bids in on time. Bids are due on Thursday, June
7 the 13th at two p.m. Remember to address and label
8 your packets to my attention, Dana Wright, Contract
9 Officer. Remember to include the title, the
10 solicitation number, and they will mailed here to
11 Maryland Department of Health, Office of Procurement
12 and Support Services, 201 West Present Street, Room
13 416A, Baltimore, Maryland 21204.

14 The three acceptable means of delivery are
15 the U.S. Postal Service, hand-delivered by the Offeror
16 and please remember to ask for a receipt, and hand-
17 delivered by also a commercial courier and also ask for
18 a receipt. Please remember that after the pre-bid
19 conference, prospective vendors can ask questions and
20 answers that may help them to understand the MS-IFB.
21 Just keep in mind that any answers to your questions,

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1 if they are significant in nature, will be shared with
2 all who received a copy of this solicitation.

3 Therefore, please allow sufficient time for this to
4 occur. So I will reiterate again, any questions that
5 you have asked, if you can resubmit them again, that
6 way they can be posted so we can share with everyone
7 that's interested in this solicitation.

8 If you have any comments or questions for the
9 procurement process, please feel free to give me a call
10 at 410-767-5741 and also to use the Maryland Department
11 of Health solicitation e-mail address, which is
12 indicated in the Key Information Summary Sheet in the
13 solicitation as well. And I'm just trying to make sure
14 you guys remember everything. Remember the MBE
15 portion, remember the VSBE portion requirements, and
16 remember that your documents have to be submitted
17 separately for your Technical and also your Financial.
18 Are there any other questions at this time?

19 (No. Response.)

20 MS. WRIGHT: Are there any other questions on
21 the phone?

1 CONTRACTOR: Will you be sharing the
2 attendance sheet with the bidders?

3 MS. WRIGHT: Yes. The attendance sheet, the
4 minutes, and any questions and answers will be posted
5 on eMaryland Marketplace as soon as possible. Are
6 there any other questions?

7 (No response.)

8 MS. WRIGHT: Okay. I would like to thank
9 everyone for joining us today, and have a good day.

10 (Whereupon, at 10:50 a.m., the pre-bid
11 conference was concluded.)

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CERTIFICATE OF NOTARY

I, Deborah B. Gauthier, Notary Public, before whom the foregoing pre-bid conference was held, do hereby certify that said pre-bid conference is a true record of the proceedings; that I am neither counsel for, related to, nor employed by any of the parties to this action, nor financially or otherwise interested in the outcome of the action; and that the pre-proposal conference was reduced to typewriting by me or under my direction.

This certification is expressly withdrawn upon the disassembly or photocopying of the foregoing transcript, including exhibits, unless disassembly or photocopying is done under the auspices of Hunt Reporting Company, and the signature and original seal is attached thereto.

Deborah B. Gauthier

DEBORAH B. GAUTHIER,
Notary Public in and for the
State of Maryland

My Commission Expires: October 17, 2019

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